

Norfolk
Department
of Utilities

Monthly
Report



At Work

Vol. 7, Issue 1

www.norfolk.gov/utilities

July 2006



Owners and managers of businesses in the 100 block of Granby Street meet with City staff for an overview and information exchange on the Upcoming Capital Improvement Project in the downtown area.



Communication with merchants is key to Granby Street project success

A new Capital Improvement Project is on the horizon for Norfolk Utilities, and it will enhance water, sanitary sewer, and fire protection services to the southwest quadrant of the downtown Norfolk area. The Granby Street improvement project has been designed to increase the reliability of the services, decrease the chances of service interruptions, and allow easy access to infrastructure for fast maintenance.

The construction will consist of three phases: water and sewer main replacement on Concord Street, between Plume and Main Streets; new water tap installation at Selden Arcade; and a 16" water main installation in the 100 block of Granby Street.

The total construction time will be

about six months, from September 2006 to March 2007.

"We are beginning the construction early in September," said David Speer, Granby Street Project Manager for Utilities. "If all goes well and the weather cooperates, the construction will be completed before March."

While the merchants in the project area will benefit from the overall outcome of the Granby Street project, they had concerns about the effect on their businesses, since the construction will require that the 100 block of Granby Street be closed for about four months.

Their concerns centered around two issues, advertisement and accessibility. The businesses need their customers be fully aware that

the establishments are open and that there are places for them to park, even though the street is temporarily closed.

"The merchants voiced their concerns," said Utilities Director Kristen Lentz, "and we are taking those concerns very seriously."

In order to assure accessibility to the Granby Street businesses, the City will provide:

- Highly visible and prominent signs, reminding the public that the businesses are open;
- Safety barriers to separate pedestrian traffic from construction,

while maintaining visibility of store fronts;

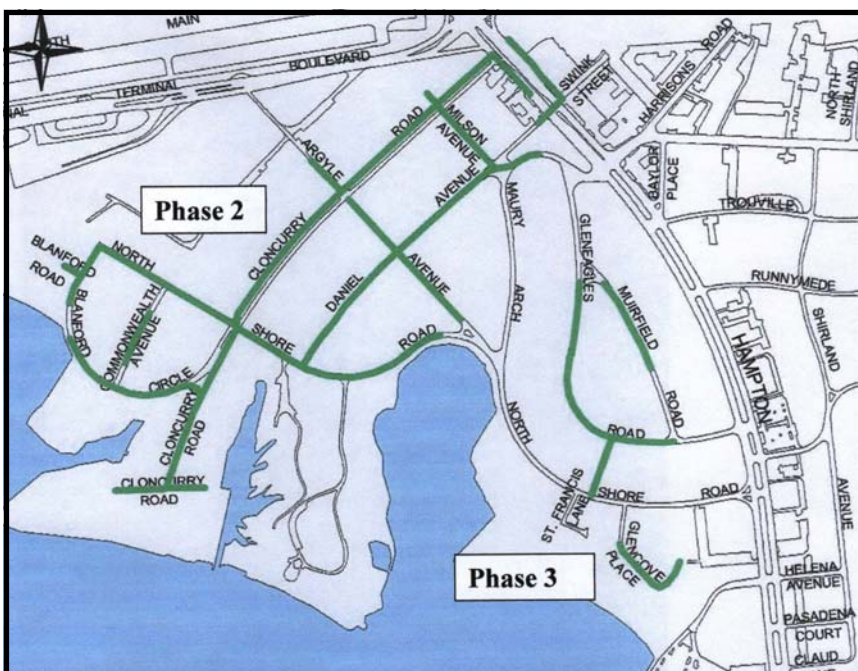
- A dedicated inspector as liaison between the businesses and the contractor for the duration of the project;
- A monthly newsletter with updates on the progress of the construction.

Utilities has begun a series of proactive measures to incorporate suggestions from the business owners and keep valuable avenues of communication open throughout the project.

The first meeting with the businesses, held on Friday, June 16, at The Design Center on Granby Street, was attended by many of the owners of the affected establishments, as well as City staff and representatives of the Downtown Norfolk Council. Utilities presented an overview of the project and afforded a forum for the businesses to ask questions and offer suggestions to the City.



"We are working closely with the Downtown Norfolk Council in planning the logistics of the construction site," said Speer. "This first meeting has given us more input and information to help us work even more closely with the businesses, and we will meet frequently as the project continues." ♦



Utilities CIP Update

Glencove/Lochaven

Construction of the sanitary sewer upgrade for the **Glencove/Lochaven** area is progressing with Phase 3 more than 85% complete and Phase 2 about 15% complete. The work consists of installing new sanitary sewer mains where necessary or relining the existing pipe in the areas shown in the map at left.

The upgrade of the sanitary sewer piping in the neighborhood will make the number of service requests decline sharply and improve services to a total of 181 residences.

The project is expected to be complete next winter and will cost an estimated \$4.6 million. ♦